

Case 1

The head of the Operations Department, T.J., has just arrived in your office. You work closely with Operations, so it is important that your two departments have a productive working relationship.

However, your relationship with T.J. has been strained in the past. He has an annoying habit of waiting until the last minute to make requests, and then he expects you to drop everything and deliver.

Today he has approached you with a request that you will be unable to meet in his desired time frame. It was obvious from his voice tone and body language that he was already feeling stressed when he walked in the door. As you began explaining your constraints and what you could and couldn't do to meet his needs, he lost his temper and started yelling at you.

How should you respond?

Case Sample

